

2002
Consumer Satisfaction
for
Missouri Southwest Region
Regional Report
Community-based Services
Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.



December 2002

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services

Southwest Region - Residential & Non-Residential

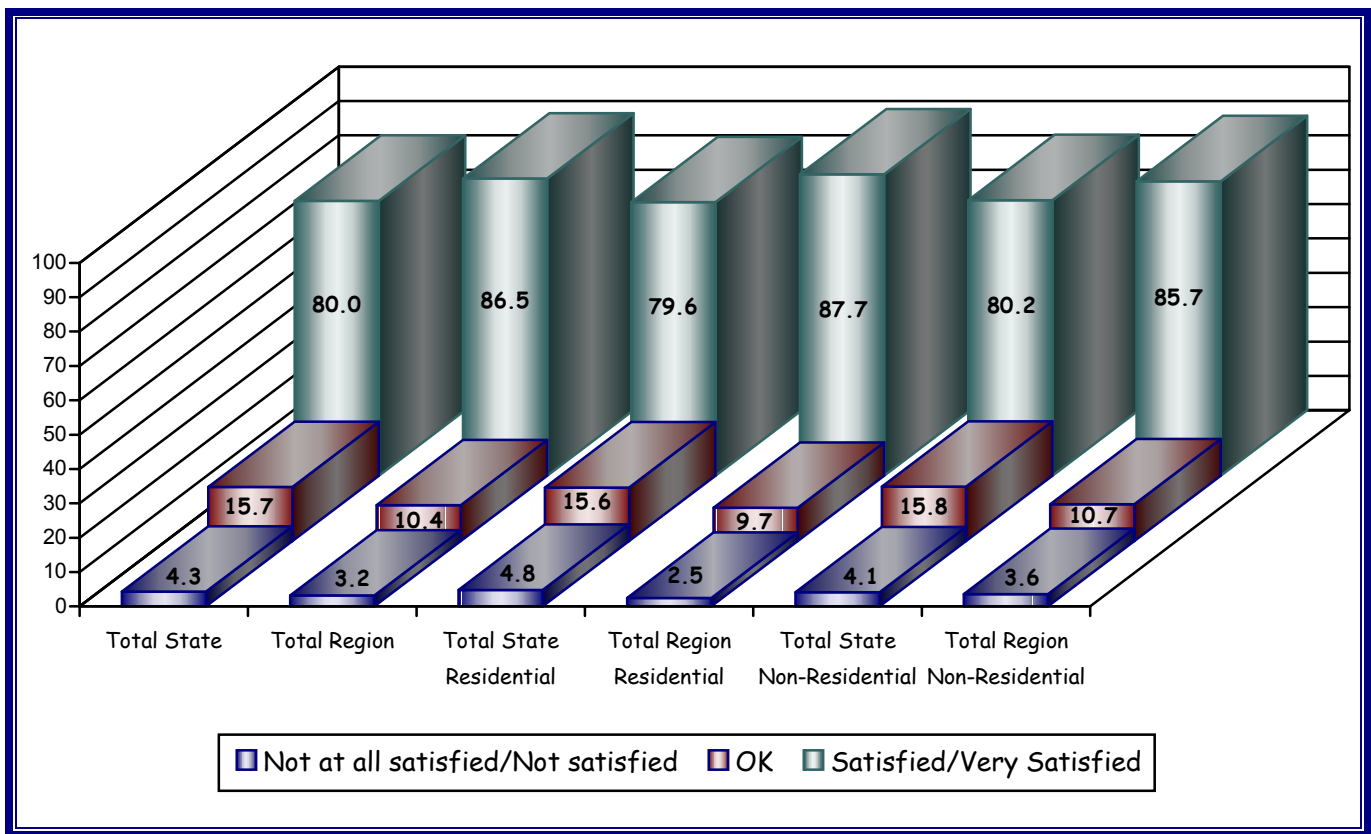
Demographics: Total Region

		Total Served		Survey Returns		
		State	Region*	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	63.6%	63.4%	61.0%	60.1%	61.5%
	Female	36.4%	36.6%	39.0%	39.9%	38.5%
RACE	White	69.2%	89.5%	91.3%	90.3%	92.0%
	Black	28.9%	7.7%	4.5%	5.5%	3.9%
	Hispanic	0.5%	0.6%	1.5%	1.3%	1.7%
	Native American	0.4%	0.5%	1.5%	2.1%	1.1%
	Pacific Islander	0.2%	0.1%	0%	0%	0%
	Alaskan	0%	0.0%	0%	0%	0%
	Oriental	0.2%	0.4%	0%	0%	0%
	Bi-Racial	0.3%	0.3%	1.0%	0.8%	1.1%
	Other	0.5%	0.9%	0.2%	0%	0.3%
	MEAN AGE			30.88	31.97	30.20
	0-17	10.9%	19.4%	18.6%	13.9%	21.5%
	18-49	82.6%	76.3%	75.2%	78.9%	72.9%
	50+	6.6%	4.3%	6.2%	7.2%	5.5%

Region Includes: Burrell, Cox Health Systems, Lafayette House/Family Self-Help, Lakes Country, Larry Simmering, MO Rehabilitation Center, Ozark Center-New Directions, Pathways-Clinton, Pathways-Nevada, Scott Greening-Joplin, Sigma House

*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways and Scott Greening may be included in several regional reports.

Overall Satisfaction with Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.0% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (86.5% for this region versus 80.0% for the state).
- The total State Residential Program had a rating of 79.6% as "satisfied" or "very satisfied". This region's Residential Program was rated higher, with a rating of 87.7%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated higher, with a rating of 85.7% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.26 (3671)	4.38 (600)	4.22 (1122)	4.42 (236)	4.27 (2549)	4.36 (364)
with how much your staff know about how to get things done?	4.16 (3666)	4.29 (600)	4.13 (1124)	4.42 (236)	4.18 (2542)	4.29 (364)
with how staff keep things about you and your life confidential?	4.33 (3647)	4.46 (599)	4.37 (1118)	4.28 (236)	4.31 (2529)	4.47 (363)
that your treatment plan has what you want in it?	4.18 (3642)	4.29 (593)	4.20 (1110)	4.45 (236)	4.17 (2532)	4.29 (361)
that your treatment plan is being followed by those who assist you?	4.22 (3631)	4.32 (588)	4.20 (1111)	4.29 (232)	4.23 (2520)	4.32 (358)
that the agency staff respect your ethnic and cultural background?	4.37 (3597)	4.49 (583)	4.38 (1106)	4.32 (230)	4.36 (2491)	4.44 (354)
with the services that you receive?	4.24 (3671)	4.39 (599)	4.22 (1129)	4.56 (229)	4.25 (2542)	4.37 (363)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.15 (2546)	4.26 (361)	-	-	4.15 (2546)	4.26 (361)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.38 (235)	4.19 (1123)	4.38 (235)	- (0)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	4.29 (237)	4.15 (1128)	4.29 (237)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	4.08 (235)	3.70 (1126)	4.08 (235)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	4.03 (235)	3.79 (1123)	4.03 (235)	- (0)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.19 (32)	4.30 (84)	4.19 (32)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.29 to 4.49.
- The ratings of the Residential Program for this region ranged from 4.03 to 4.56. The highest rated item was with the overall services received and the lowest rated item was with the meals being good, nutritious, and in sufficient amounts.
- The ratings of the Non-Residential Program for this region ranged from 4.26 to 4.47. The highest rated item was with confidentiality and the lowest rated item was with the timeliness of services provided.

Satisfaction with Quality of Life: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.74 (3659)	3.85 (598)	3.67 (1130)	3.82 (236)	3.77 (2529)	3.86 (362)
with where you live?	3.77 (3625)	3.85 (591)	3.84 (1117)	3.82 (233)	3.74 (2508)	3.87 (358)
with the amount of choices you have in your life?	3.67 (3662)	3.73 (598)	3.73 (1128)	3.78 (236)	3.64 (2534)	3.70 (362)
with the opportunities/ chances you have to make friends?	3.84 (3649)	3.92 (597)	3.94 (1122)	3.97 (236)	3.79 (2527)	3.88 (361)
with your general health care?	3.79 (3554)	3.82 (584)	3.83 (1092)	3.85 (234)	3.77 (2462)	3.81 (350)
with what you do during your free time?	3.79 (3647)	3.84 (600)	3.77 (1125)	3.83 (236)	3.79 (2522)	3.85 (364)
How safe do you feel . . .						
in this facility? (<i>Residential Only</i>)	4.35 (1130)	4.52 (236)	4.35 (1130)	4.52 (236)	- (0)	- (0)
in your home?	4.32 (3608)	4.21 (592)	4.25 (1088)	4.05 (230)	4.35 (2520)	4.31 (362)
in your neighborhood?	4.10 (3612)	4.08 (593)	3.97 (1097)	3.92 (232)	4.15 (2515)	4.19 (361)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the facility (mean of 4.52) and least satisfied with the amount of choices in their lives (mean of 3.73).
- The consumers in the Residential Program were most satisfied with safety in the facility (mean of 4.52) and least satisfied with the amount of choices in their lives (mean of 3.78).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.31) and least satisfied with the amount of choices in their lives (mean of 3.70).

ADA Comparison of Gender Residential and Non-Residential Setting Combined

A comparison was made between the male and female consumers. Table I-1 shows these findings. The male consumers were most satisfied with both significant items.

Table I-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the services that you receive?	4.44 (358)	4.30 (229)	F(1,585)=3.864, p=.050
with how you spend your day?	3.92 (357)	3.73 (229)	F(1,584)=5.452, p=.020
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. The nine Hispanic consumers were most satisfied with the content of the treatment plan and the nine Native American consumers were most satisfied with where they live. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
that your treatment plan has what you want in it?	4.30 (530)	3.96 (26)	4.67 (9)	4.56 (9)	3.67 (6)	3.00 (1)	F(5,575)=2.569, p=.026
with where you live?	3.85 (527)	4.07 (27)	3.33 (9)	4.33 (9)	3.50 (6)	1.00 (1)	F(5,573)=2.413, p=.035
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.							

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between 18-49 years old were most satisfied with the amount of choices in their lives. Youth under the age of 18 years were most satisfied with safety in their home/agency and in their neighborhood. The adults over 50 were most satisfied with all other significant items. (See Table I-3.)

Table I-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	4.14 (108)	4.44 (433)	4.51 (35)	F(2,573)=7.267, p=.001
with how much your staff know about how to get things done? (b)	4.15 (108)	4.30 (433)	4.57 (35)	F(2,573)=4.010, p=.019
that your treatment plan has what you want in it? (a)	4.05 (107)	4.34 (427)	4.43 (35)	F(2,566)=5.987, p=.003
that your treatment plan is being followed by those who assist you?	4.16 (107)	4.38 (423)	4.49 (35)	F(2,562)=3.582, p=.028
with the services that you receive? (a, b)	4.14 (108)	4.45 (432)	4.57 (35)	F(2,572)=6.802, p=.001
that services are provided in a timely manner? (a, b)	3.92 (76)	4.34 (259)	4.58 (19)	F(2,351)=8.053, p<.001
with the amount of choices you have in your life? (a)	3.44 (108)	3.80 (431)	3.74 (35)	F(2,571)=4.212, p=.015
with how safe you feel in your home? (a)	4.48 (107)	4.14 (428)	4.24 (33)	F(2,565)=4.365, p=.013
with how safe you feel in your neighborhood? (a)	4.35 (107)	4.02 (429)	4.18 (33)	F(2,566)=4.015, p=.019
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years.				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-4 presents these findings. The consumers who lived Independently were most satisfied with where they live. Those who were in Group Homes were most satisfied that their treatment was being followed. People living in Residential Treatment Facilities were most satisfied with the amount of choices in their lives, opportunities to make friends, their general health care, and with what they do in their free time. Those living with their Biological Parents were most satisfied with where they lived and how safe they felt in their home and their neighborhood.

Table I-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
that your treatment plan is being followed by those who assist you?	4.38 (281)	4.55 (11)	4.42 (126)	4.11 (46)	4.15 (48)	3.90 (30)	F(5,536)=3.424, p=.005
with where you live? (a, c, d)	3.98 (281)	3.10 (10)	3.96 (129)	2.87 (46)	3.98 (48)	3.50 (30)	F(5,538)=10.183, p<.001
with the amount of choices you have in your life? (a, c, f)	3.81 (286)	3.55 (11)	3.96 (130)	3.20 (46)	3.56 (48)	3.10 (30)	F(5,545)=5.788, p<.001
with the opportunities you have to make friends? (a, c)	3.94 (284)	4.09 (11)	4.18 (130)	3.15 (47)	3.77 (48)	3.77 (30)	F(5,544)=6.944, p<.001
with your general health care? (a, c, d)	3.83 (279)	3.80 (10)	4.03 (131)	3.06 (47)	3.91 (46)	3.57 (28)	F(5,535)=5.759, p<.001
with what you do in your free time? (a, c, d)	3.86 (286)	3.55 (11)	4.06 (131)	3.13 (47)	3.92 (48)	3.60 (30)	F(5,547)=5.753, p<.001
with how safe you feel in your home/agency? (a, b, c, d, e)	4.34 (287)	3.90 (10)	4.24 (127)	2.65 (43)	4.44 (48)	4.00 (30)	F(5,539)=24.070, p<.001
with how safe you feel in your neighborhood? (a, b, c, d, e)	4.20 (286)	4.00 (10)	4.11 (129)	2.70 (43)	4.33 (48)	3.87 (30)	F(5,540)=16.881, p<.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and Homeless. (b) Interaction between Group Home and Homeless. (c) Interaction between RTF and Homeless. (d) Interaction between Homeless and Biological Parents. (e) Interaction between Homeless and Other. (f) Interaction between RTF and Other.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

There were no significant differences.

ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Non-residential CSTAR General program were most satisfied with the quality of the staff, the content of the treatment plan, that their treatment plan was being followed, with the services received, and with how they spend their day. Non-Residential GTS Adult consumers were most satisfied with the knowledge of the staff and with services being provided in a timely manner. Residential CSTAR Women/Children consumers were most satisfied with the amount of choices in their lives, opportunities to make friends, and with what they did in their free time. CSTAR Child/Adolescent consumers were most satisfied with confidentiality, safety in their home/agency and safety in their neighborhood. (See Table I-5.)

Table I-5
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs				Residential Programs			Significance
	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	CSTAR Women/ Children	CSTAR Child/ Adolescent	GTS Adult	
With the staff who serve you? (b, c, d)	4.27 (52)	3.99 (79)	4.51 (70)	4.50 (163)	4.29 (55)	4.48 (31)	4.45 (150)	F(6,593)=5.234, p<.001
With how much your staff know how to get things done?	4.08 (52)	4.06 (79)	4.40 (70)	4.42 (163)	4.13 (55)	4.35 (31)	4.31 (150)	F(6,593)=3.241, p=.004
With how staff keep things about you and your life confidential?	4.29 (52)	4.32 (79)	4.47 (70)	4.60 (162)	4.29 (56)	4.71 (31)	4.46 (149)	F(6,592)=2.303, p=.033
That your treatment has what you want on it? (b)	4.24 (51)	3.99 (79)	4.50 (70)	4.35 (161)	4.31 (54)	4.23 (30)	4.30 (148)	F(6,586)=2.777, p=.011
That the treatment plan is being followed by those who assist you?(b)	4.25 (52)	4.06 (78)	4.56 (70)	4.37 (158)	4.18 (55)	4.35 (31)	4.37 (144)	F(6,581)=2.672, p=.014
With the services you receive? (c, d)	4.23 (52)	4.08 (79)	4.51 (70)	4.50 (162)	4.29 (55)	4.35 (31)	4.49 (150)	F(6,592)=3.458, p=.002
That services are provided in a timely manner?	4.10 (52)	3.90 (78)	4.40 (70)	4.43 (161)	- (0)	- (0)	- (0)	F(6,354)=3.833, p=.001
With how you spend your day?	3.63 (52)	3.61 (79)	4.09 (70)	3.97 (161)	3.87 (55)	3.77 (31)	3.81 (150)	F(6,591)=2.390, p=.027
With the amount of choices in your life?	3.81 (52)	3.30 (79)	3.77 (70)	3.82 (161)	3.98 (55)	3.74 (31)	3.72 (150)	F(6,591)=2.580, p=.018
With the opportunities you have to make friends?	3.92 (51)	3.65 (79)	3.99 (68)	3.94 (163)	4.25 (55)	4.19 (31)	3.83 (150)	F(6,590)=2.352, p=.030
With what you do in your free time?	3.94 (52)	3.70 (79)	3.81 (70)	3.91 (163)	4.18 (56)	4.03 (31)	3.65 (149)	F(6,593)=2.234, p=.038
With how safe you feel in your home/agency? (a, d, e, f)	4.43 (53)	4.33 (78)	4.27 (70)	4.28 (161)	4.22 (54)	4.81 (31)	3.82 (145)	F(6,585)=6.056, p<.001
With how safe you feel in your neighborhood? (d, e, f)	4.27 (52)	4.24 (78)	4.14 (70)	4.16 (161)	4.13 (56)	4.55 (31)	3.70 (145)	F(6,586)=4.709, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between Non-residential CSTAR Women/Children and Residential GTS Adult. (b) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS Adult. (c) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS Adult. (d) Interaction between Non-residential CSTAR Child/Adolescent and Residential GTS Adult. (e) Interaction between Non-residential GTS Adult and Residential GTS Adult. (f) Interaction between Residential CSTAR Child/Adolescent and Residential GTS Adult.</p>								

ADA Comparison Between Residential and Non-Residential

A comparison was made between those who lived in a residential setting and those who did not. The non-residential consumers were most satisfied with both significant items. (See Table I-6).

Table I-6

ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Residential	Non-Residential	Significance
with how safe you feel in your home/agency?	4.05 (230)	4.31 (362)	F(1,590)=9.084, p=.003
with how safe you feel in your neighborhood?	3.92 (232)	4.19 (361)	F(1,591)=8.727, p=.003
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

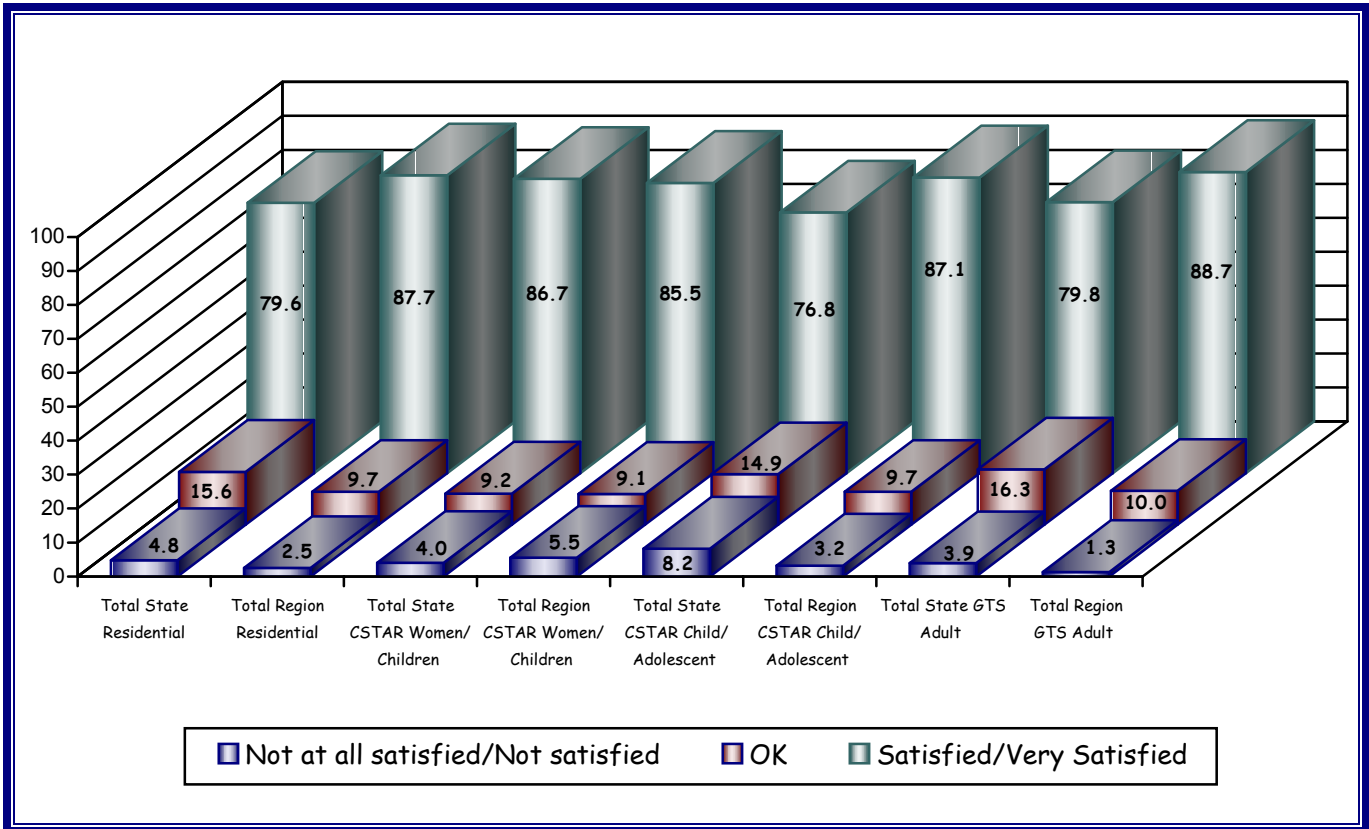
Alcohol and Drug Abuse Services

Southwest Region - Residential

Demographics: Residential

		Total Served	Survey Returns			
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/ Adolescent	GTS Adult
SEX	Male	65.9%	60.1%	0%	58.1%	83.6%
	Female	34.1%	39.9%	100.0%	41.9%	16.4%
RACE	White	75.2%	90.3%	100.0%	93.5%	86.0%
	Black	22.8%	5.5%	0%	0%	8.7%
	Hispanic	0.4%	1.3%	0%	3.2%	1.3%
	Native American	0.2%	2.1%	0%	0%	3.3%
	Pacific Islander	0.2%	0%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%
	Bi-Racial	0.5%	0.8%	0%	3.2%	0.7%
	Other	0.4%	0%	0%	0%	0%
	MEAN AGE		31.97	31.55	15.32	35.91
	0-17	18.7%	13.9%	0%	100.0%	0%
	18-49	76.5%	78.9%	96.4%	0%	89.8%
	50+	4.9%	7.2%	3.6%	0%	10.2%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.6% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (87.7% for this region versus 79.6% for the state).
- The GTS Adult Residential Program was highly rated with 88.7% of the respondents rating themselves "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/Children Consumers		CSTAR Child/Adolescent Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (1122)	4.42 (236)	4.37 (175)	4.29 (55)	4.18 (193)	4.48 (31)	4.22 (659)	4.45 (150)
with how much your staff know about how to get things done?	4.13 (1124)	4.42 (236)	4.25 (175)	4.13 (55)	4.10 (192)	4.35 (31)	4.13 (657)	4.31 (150)
with how staff keep things about you and your life confidential?	4.37 (1118)	4.28 (236)	4.45 (173)	4.29 (56)	4.49 (192)	4.71 (31)	4.33 (655)	4.46 (149)
that your treatment plan has what you want in it?	4.20 (1110)	4.45 (236)	4.31 (173)	4.31 (54)	4.16 (191)	4.23 (30)	4.17 (648)	4.30 (148)
that your treatment plan is being followed by those who assist you?	4.20 (1111)	4.29 (232)	4.35 (172)	4.18 (55)	4.09 (194)	4.35 (31)	4.19 (648)	4.37 (144)
that the agency staff respect your ethnic and cultural background?	4.38 (1106)	4.32 (230)	4.52 (169)	4.47 (53)	4.36 (191)	4.61 (31)	4.37 (651)	4.58 (145)
with the services that you receive?	4.22 (1129)	4.56 (229)	4.39 (173)	4.29 (55)	4.10 (194)	4.35 (31)	4.23 (663)	4.49 (150)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.38 (235)	4.28 (175)	4.35 (55)	4.07 (192)	4.03 (31)	4.21 (659)	4.47 (149)
that the environment is clean and comfortable?	4.15 (1128)	4.29 (237)	4.26 (176)	4.23 (56)	4.13 (192)	3.94 (31)	4.15 (662)	4.38 (150)
with opportunities for exercise and relaxation?	3.70 (1126)	4.08 (235)	3.77 (176)	3.84 (56)	3.81 (193)	4.03 (31)	3.67 (658)	4.18 (148)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	4.03 (235)	3.94 (174)	4.02 (55)	3.53 (189)	3.61 (31)	3.87 (661)	4.11 (149)
with the childcare provided by the agency?	4.30 (84)	4.19 (32)	4.30 (84)	4.19 (32)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only two ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 4.03 to 4.56. The highest rated item was with the overall service provided and the lowest rated item was with the meals being good, nutritious and in sufficient amounts.
- The GTS Adult Residential consumers were most satisfied with the services they received (mean of 4.49).

Satisfaction with Quality of Life: Residential

	Total Residential Consumers		CSTAR Women Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .								
with how you spend your day?	3.67 (1130)	3.82 (236)	3.82 (174)	3.87 (55)	3.58 (193)	3.77 (31)	3.66 (664)	3.81 (150)
with where you live?	3.84 (1117)	3.82 (233)	4.09 (173)	4.07 (55)	3.89 (193)	3.94 (31)	3.75 (656)	3.70 (147)
with the amount of choices you have in your life?	3.73 (1128)	3.78 (236)	3.97 (174)	3.98 (55)	3.58 (193)	3.74 (31)	3.72 (662)	3.72 (150)
with the opportunities/ chances you have to make friends?	3.94 (1122)	3.97 (236)	4.20 (173)	4.25 (55)	3.92 (194)	4.19 (31)	3.86 (658)	3.83 (150)
with your general health care?	3.83 (1092)	3.85 (234)	4.07 (175)	4.00 (56)	3.93 (160)	4.00 (29)	3.76 (660)	3.76 (149)
with what you do during your free time?	3.77 (1125)	3.83 (236)	4.09 (173)	4.18 (56)	3.84 (193)	4.03 (31)	3.66 (663)	3.65 (149)
How safe do you feel . . .								
in this facility	4.35 (1130)	4.52 (236)	4.59 (176)	4.59 (56)	4.26 (194)	4.48 (31)	4.33 (661)	4.50 (149)
in your home?	4.25 (1088)	4.05 (230)	4.25 (170)	4.22 (54)	4.52 (192)	4.81 (31)	4.18 (630)	3.82 (145)
in your neighborhood?	3.97 (1097)	3.92 (232)	4.08 (172)	4.13 (56)	4.15 (192)	4.55 (31)	3.90 (638)	3.70 (145)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in the facility (mean of 4.52) and least satisfied with the amount of choices in their lives (mean of 3.78).

ADA Comparison of Gender Residential Setting

A comparison was made between the male and female consumers. Table II-1 shows these findings. The female consumers were most satisfied with both significant items.

Table II-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with where you live?	3.70 (135)	4.02 (91)	F(1,224)=4.342, p=.038
with what you do during your free time?	3.71 (137)	4.08 (92)	F(1,227)=5.517, p=.020
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity Residential Settings

There were no significant differences.

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between the ages of 18 and 49 were most satisfied with their staff's respect and a clean and comfortable environment. Youth aged 0-17 were most satisfied with safety in their home/agency and in their neighborhood. See Table II-2.

Table II-2
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
that the staff treats you with respect, courtesy, caring and kindness? (a)	4.03 (31)	4.48 (171)	4.44 (16)	F(2,215)=4.110 p=.018
that the environment is clean and comfortable? (a)	3.94 (31)	4.36 (173)	4.31 (16)	F(2,217)=3.559 p=.030
with how safe you feel in your home/agency? (a)	4.81 (31)	3.92 (167)	4.00 (15)	F(2,210)=7.375 p=.001
with how safe you feel in your neighborhood? (a)	4.55 (31)	3.82 (169)	3.93 (15)	F(2,212)=4.563 p=.011
<i>Scheffe post-hoc significance at α .05 or less.</i>				
(a) Interaction between 0-17 Years and 18-49 Years.				

ADA Comparison of Current Living Arrangements

Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers receiving intervention in residential settings. Consumers who lived Independently were most satisfied with where they lived. Those who lived in a residential treatment facility were most satisfied with the content of the treatment plan. Those who had Other living arrangements were most satisfied with how they spent their day, the amount of choices in their lives, opportunities to make friends, and with what they did during their free time. Those who lived in Group Homes were most satisfied with all other significant items. (See Table II-3.)

Table II-3
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
that your treatment plan has what you want in it?	4.36 (53)	4.00 (2)	4.41 (99)	3.95 (40)	4.25 (4)	F(4,193)=2.535 p=.042
with how you spend your day?	3.92 (52)	4.00 (2)	3.94 (103)	3.38 (40)	4.00 (4)	F(4,196)=2.617 p=.036
with where you live?	4.08 (52)	3.00 (1)	4.01 (102)	2.95 (39)	3.50 (4)	F(4,193)=7.664 p<.001
with the amount of choices you have in your life? (a, b)	3.94 (52)	3.50 (2)	3.98 (103)	3.13 (40)	4.00 (4)	F(4,196)=4.697 p=.001
with the opportunities/ chances you have to make friends? (a, b)	4.06 (53)	4.50 (2)	4.20 (102)	3.10 (40)	4.50 (4)	F(4,196)=7.655 p<.001
with your general health care? (a, b)	3.94 (52)	5.00 (2)	4.05 (103)	3.00 (40)	4.25 (4)	F(4,196)=6.215 p<.001
with what you do during your free time? (b)	3.73 (52)	4.00 (2)	4.12 (103)	3.05 (40)	4.25 (4)	F(4,196)=6.173 p<.001
with safety in this facility (b)	4.63 (52)	5.00 (2)	4.63 (103)	4.22 (40)	3.75 (4)	F(4,196)=4.382 p=.002
with safety in your home? (a, b)	4.27 (52)	4.50 (2)	4.25 (99)	2.53 (38)	4.00 (4)	F(4,190)=20.481 p<.001
with safety in your neighborhood? (a, b)	4.15 (52)	4.50 (2)	4.13 (101)	2.53 (38)	3.75 (4)	F(4,192)=15.678 p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and Homeless. (b) Interaction between RTF and Homeless.</p>						

ADA Comparison across Programs

Residential Settings

A comparison was made across the different residential programs. Consumers of the CSTAR Women/Children program were most satisfied with opportunities to make friends, what they did in their free time, and safety in their home/agency. CSTAR Child/Adolescent consumers were most satisfied with safety in their neighborhood. GTS Adult consumers were most satisfied with the kindness of the staff and a clean environment. (See Table II-4.)

Table II-4
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	GTS Adult	Significance
that the staff treats you with respect, courtesy, caring and kindness? (b)	4.35 (55)	4.03 (31)	4.47 (149)	F(2,232)=3.669 p=.027
that the environment is clean and comfortable? (b)	4.23 (56)	3.94 (31)	4.38 (150)	F(2,234)=3.942 p=.021
with the opportunities you have to make friends?	4.25 (55)	4.19 (31)	3.83 (150)	F(2,233)=3.540 p=.031
with what you do during your free time? (a)	4.18 (56)	4.03 (31)	3.65 (149)	F(2,233)=4.547 p=.012
with how safe you feel in your home/agency? (b)	4.22 (54)	4.81 (31)	3.82 (145)	F(2,227)=9.888 p<.001
with how safe you feel in your neighborhood? (b)	4.13 (56)	4.55 (31)	3.70 (145)	F(2,229)=7.203 p=.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and GTS Adult. (b) Interaction between CSTAR Child/Adolescent and GTS Adult.				

DMH Satisfaction Survey Results

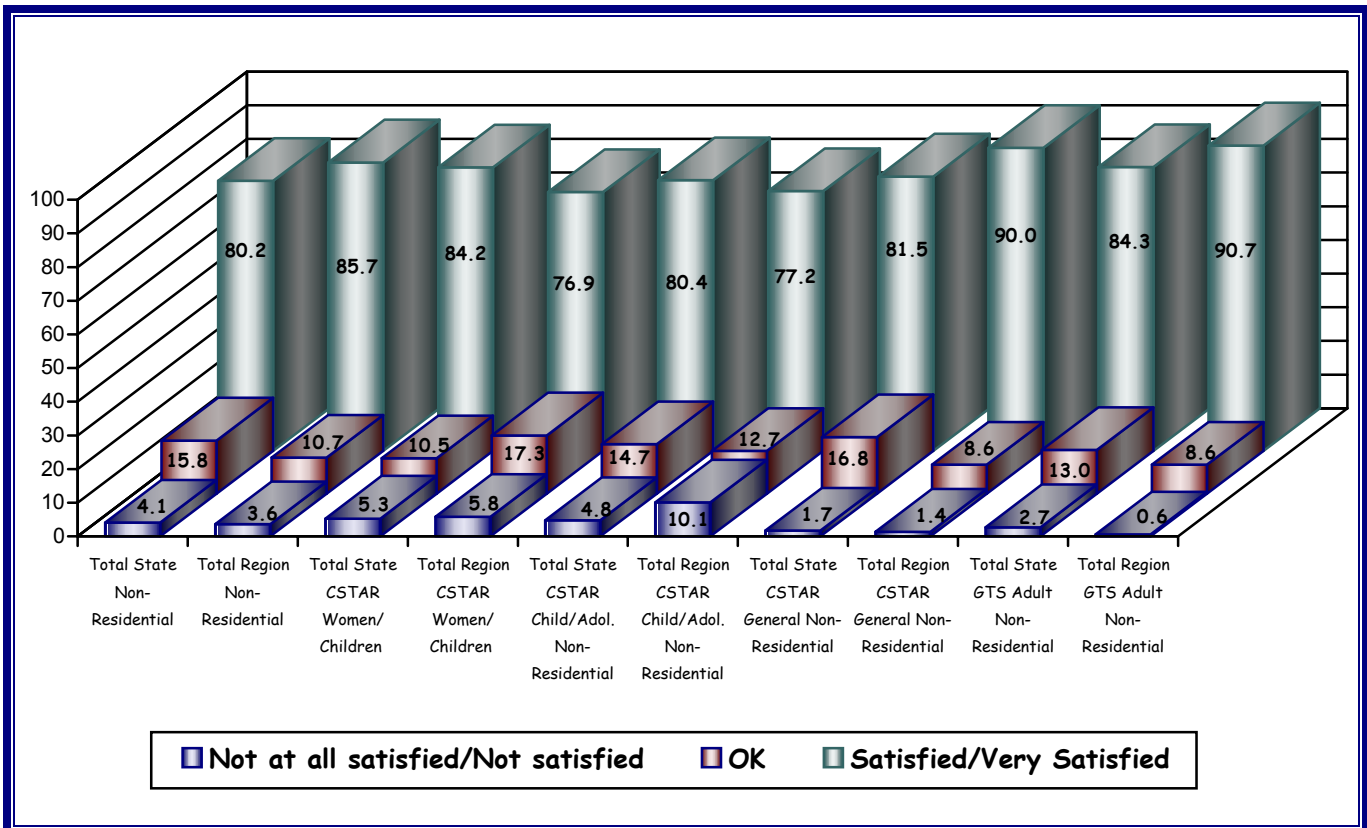
Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services
Southwest Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns				
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
Sex	Male	62.9%	61.5%	0%	57.5%	70.0%	80.1%
	Female	37.1%	38.5%	100.0%	42.5%	30.0%	19.9%
Race	White	69.0%	92.0%	96.2%	82.5%	95.8%	93.7%
	Black	29.1%	3.9%	3.8%	6.3%	2.8%	3.2%
	Hispanic	0.5%	1.7%	0%	2.5%	1.4%	1.9%
	Native American	0.4%	1.1%	0%	2.5%	0%	1.3%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%
	Bi-Racial	0.3%	1.1%	0%	5.0%	0%	0%
	Other	0.5%	0.3%	0%	1.3%	0%	0%
	Mean Age		30.20	30.77	15.04	36.92	34.43
	0-17	11.2%	21.5%	0%	100.0%	0%	0%
	18-49	82.3%	72.9%	98.1%	0%	85.9%	94.4%
	50+	6.5%	5.5%	1.9%	0%	14.1%	5.6%

Satisfaction with Services: Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (85.7% for this region versus 80.2% for the state).
- The individuals served by this region's GTS Adult Program rated the program highly with 90.7% "satisfied" or "very satisfied".

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.27 (2549)	4.36 (364)	4.38 (324)	4.27 (52)	4.21 (414)	3.99 (79)	4.33 (358)	4.51 (70)	4.37 (1034)	4.50 (163)
with how much your staff know about how to get things done?	4.18 (2542)	4.29 (364)	4.26 (322)	4.08 (52)	4.13 (414)	4.06 (79)	4.23 (356)	4.40 (70)	4.30 (1036)	4.42 (163)
with how staff keep things about you and your life confidential?	4.31 (2529)	4.47 (363)	4.40 (320)	4.29 (52)	4.37 (411)	4.32 (79)	4.32 (355)	4.47 (70)	4.43 (1029)	4.60 (162)
that your treatment plan has what you want in it?	4.17 (2532)	4.29 (361)	4.32 (317)	4.24 (51)	4.17 (414)	3.99 (79)	4.23 (354)	4.50 (70)	4.23 (1026)	4.35 (161)
that your treatment plan is being followed by those who assist you?	4.23 (2520)	4.32 (358)	4.38 (317)	4.25 (52)	4.19 (413)	4.06 (78)	4.31 (355)	4.56 (70)	4.31 (1021)	4.37 (158)
that the agency staff respect your ethnic and cultural background?	4.36 (2491)	4.44 (354)	4.50 (315)	4.39 (49)	4.42 (407)	4.30 (79)	4.41 (353)	4.66 (70)	4.43 (1005)	4.44 (156)
with the services that you receive?	4.25 (2542)	4.37 (363)	4.37 (321)	4.23 (52)	4.21 (414)	4.08 (79)	4.31 (357)	4.51 (70)	4.37 (1035)	4.50 (162)
that services are provided in a timely manner?	4.15 (2546)	4.26 (361)	4.27 (320)	4.10 (52)	4.12 (410)	3.90 (78)	4.16 (359)	4.40 (70)	4.32 (1038)	4.43 (161)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.26 to 4.47. The highest rated item was with the staff keeping information confidential and the lowest rated item was with services being provided in a timely manner.
- The CSTAR General Non-Residential consumers were most satisfied with the services they received.

Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.77 (2529)	3.86 (362)	3.90 (324)	3.63 (52)	3.67 (406)	3.61 (79)	3.98 (356)	4.09 (70)	3.78 (1030)	3.97 (161)
with where you live?	3.74 (2508)	3.87 (358)	3.89 (323)	3.94 (51)	3.62 (400)	3.86 (78)	3.82 (352)	3.80 (69)	3.75 (1025)	3.89 (160)
with the amount of choices you have in your life?	3.64 (2534)	3.70 (362)	3.85 (323)	3.81 (52)	3.45 (410)	3.30 (79)	3.79 (355)	3.77 (70)	3.67 (1030)	3.82 (161)
with the opportunities/chances you have to make friends?	3.79 (2527)	3.88 (361)	4.03 (320)	3.92 (51)	3.78 (412)	3.65 (79)	3.89 (354)	3.99 (68)	3.79 (1030)	3.94 (163)
with your general health care?	3.77 (2462)	3.81 (350)	3.90 (322)	3.62 (50)	3.87 (355)	3.75 (69)	3.84 (351)	3.86 (69)	3.81 (1023)	3.87 (162)
with what you do during your free time?	3.79 (2522)	3.85 (364)	3.96 (320)	3.94 (52)	3.82 (406)	3.70 (79)	3.85 (356)	3.81 (70)	3.79 (1029)	3.91 (163)
How safe do you feel...										
in your home?	4.35 (2520)	4.31 (362)	4.36 (316)	4.43 (53)	4.37 (412)	4.33 (78)	4.38 (359)	4.27 (70)	4.38 (1024)	4.28 (161)
in your neighborhood?	4.15 (2515)	4.19 (361)	4.16 (314)	4.27 (52)	4.26 (409)	4.24 (78)	4.20 (357)	4.14 (70)	4.19 (1028)	4.16 (161)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with safety in the home (mean of 4.31) and least satisfied with the amount of choices in their lives (mean of 3.70).

ADA Comparison of Gender Non-Residential Setting

A comparison was made between the male and female consumers. Table III-1 shows these findings. The male consumers were more satisfied with all the significant items.

Table III-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
that your treatment plan is being followed by those who assist you?	4.38 (219)	4.20 (135)	F(1,352)=3.909, p=.049
with how you spend your day?	4.00 (219)	3.64 (138)	F(1,355)=11.913, p=.001
with your general health care?	3.91 (213)	3.61 (132)	F(1,343)=6.804, p=.009
with what you do during your free time?	3.96 (221)	3.65 (138)	F(1,357)=7.732, p=.006
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made among consumers of different racial and ethnic backgrounds in non-residential settings. Only one item showed significance. African Americans were most satisfied with how they spent their day. (See Table III-2.)

Table III-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how you spend your day?	3.85 (325)	4.71 (14)	3.33 (6)	3.75 (4)	3.50 (4)	2.00 (1)	F(5,348)=3.539, p=.004
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>							

ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The older adults aged 50+ were most satisfied with all significant items. (See Table III-3.)

Table III-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	4.00 (77)	4.44 (261)	4.58 (19)	F(2,354)=10.894, p<.001
with how much your staff know about how to get things done? (a, b)	4.06 (77)	4.32 (261)	4.68 (19)	F(2,354)=5.889, p=.003
that your treatment plan has what you want in it? (a, b)	3.97 (77)	4.35 (258)	4.53 (19)	F(2,351)=6.911, p=.001
that your treatment plan is being followed by those who assist you? (a)	4.08 (76)	4.38 (257)	4.53 (19)	F(2,349)=4.331, p=.014
with the services that you receive? (a, b)	4.05 (77)	4.43 (260)	4.63 (19)	F(2,353)=7.109, p=.001
that services are provided in a timely manner? (a, b)	3.92 (76)	4.34 (259)	4.58 (19)	F(2,351)=8.053, p<.001
with how you spend your day? (a, b)	3.60 (77)	3.91 (260)	4.22 (18)	F(2,352)=4.466, p=.012
with the amount of choices you have in your life? (a)	3.32 (77)	3.78 (259)	4.00 (19)	F(2,352)=5.687, p=.004
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years.				

ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers who received intervention in non-residential settings. Table III-4 presents these findings. Those consumers living in a Group Home were most satisfied that their treatment plan was being followed. Consumers living with their Biological Parents were most satisfied with where they lived. Those who were in a Residential Treatment Facility were most satisfied with the amount of choices in their lives

Table III-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
that your treatment plan is being followed by those who assist you?	4.38 (229)	4.67 (9)	4.50 (28)	4.29 (7)	4.15 (48)	3.88 (26)	F(5,341)=2.645, p=.023
with where you live? (a, c)	3.95 (229)	3.11 (9)	3.78 (27)	2.43 (7)	3.98 (48)	3.50 (26)	F(5,340)=4.397, p=.001
with the amount of choices you have in your life? (b)	3.78 (234)	3.56 (9)	3.89 (27)	3.67 (6)	3.56 (48)	2.96 (26)	F(5,344)=2.875, p=.015
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and Homeless. (b) Interaction between Independent and Other. (c) Interaction between Homeless and Other.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

There were no significant differences.

ADA Comparison across Programs

Non-Residential Settings

A comparison was made across the different non-residential programs. The GTS Adult consumers were most satisfied with the knowledge of the staff, confidentiality, timeliness of services and the amount of choices in their lives. The CSTAR General consumers were most satisfied with all other significant items. (See Table III-5.)

Table III-5
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (b, c)	4.27 (52)	3.99 (79)	4.51 (70)	4.50 (163)	F(3,360)=9.148, p<.001
with how much your staff know about how to get things done? (a, c)	4.08 (52)	4.06 (79)	4.40 (70)	4.42 (163)	F(3,360)=5.727, p=.001
with how staff keep things about you and your life confidential?	4.29 (52)	4.32 (79)	4.47 (70)	4.60 (162)	F(3,359)=2.858, p=.037
that your treatment plan has what you want in it? (b, c)	4.24 (51)	3.99 (79)	4.50 (70)	4.35 (161)	F(3,357)=5.417, p=.001
that your treatment plan is being followed by those who assist you? (b)	4.25 (52)	4.06 (78)	4.56 (70)	4.37 (158)	F(3,354)=4.583, p=.004
that the agency staff respect your ethnic and cultural background?	4.39 (49)	4.30 (79)	4.66 (70)	4.44 (156)	F(3,350)=2.640, p=.049
with the services that you receive? (b, c)	4.23 (52)	4.08 (79)	4.51 (70)	4.50 (162)	F(3,359)=5.697, p=.001
that services are provided in a timely manner? (b, c)	4.10 (52)	3.90 (78)	4.40 (70)	4.43 (161)	F(3,357)=7.732, p<.001
with how you spend your day? (b)	3.63 (52)	3.61 (79)	4.09 (70)	3.97 (161)	F(3,358)=4.853, p=.003
with the amount of choices you have in your life? (c)	3.81 (52)	3.30 (79)	3.77 (70)	3.82 (161)	F(3,358)=4.203, p=.006
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and GTS Adult. (b) Interaction between CSTAR Child/Adolescent and CSTAR General. (c) Interaction between CSTAR Child/Adolescent and GTS Adult.					